



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All providers of Psychiatric Services participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid Recipients, and all holders of the *Psychiatric Services* Medicaid Provider Manual

UPDATE: PSY-01-04

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

DATE: 1/16/2004

SUBJECT: Update to Second Edition of the *Psychiatric Services* Provider Manual

The purpose of this memorandum is to notify you of changes to Chapters II, IV, V and VI of your provider manual. The attached table shows the changes to the manual. Please download the new pages to insert in your manual and retain the attached table.

Amendments to Chapter II: (i) add information regarding the need for a letter of attestation for all residential psychiatric treatment providers; (ii) clarify the method by which residential psychiatric treatment providers must report serious incidents and describe what information must be provided; and (iii) clarify the requirements for psychotherapy supervision.

Amendments to Chapter IV: (i) clarify the diagnosis requirements for acute hospital stays; (ii) clarify Independent Team Certification requirements for residential psychiatric treatment facilities; (iii) include information regarding the need for a prognosis on the Initial Plan of Care for residential psychiatric treatment providers; (iv) clarify that short and long-term goals must be measurable on the Comprehensive Individual Plan of Care for Residential Psychiatric Treatment providers; (v) clarify that all required services must be provided at the Residential Psychiatric Treatment Facility; (vi) clarify that documentation is required for therapeutic leave days for Residential Psychiatric Treatment; (vii) clarify the mode of requesting preauthorization for acute psychiatric hospitalizations; (viii) provide information on the new preauthorization process for outpatient psychiatric services; (ix) clarify that one of the monthly family therapy sessions must be face-to-face; (x) clarify documentation requirements to address changes to the discharge plan; (xi) clarify the process for requesting reconsideration for inpatient hospitalization; (xii) clarify concurrent billing for Residential Psychiatric Treatment providers; (xiii) describe the qualifications of a Licensed Mental Health Professional (LMHP); (xiv) clarify the specific service limits for outpatient psychiatric services; (xv) eliminate retroactive preauthorization of outpatient psychiatric services; (xvi) describe the new procedures for requesting extensions for outpatient psychiatric services; and (xvii) update the DMAS-412 form.

Amendments to Chapter V: (i) change the current local billing code for Treatment Foster Care Case Management to the corresponding national billing code; (ii) clarify that DMAS' reimbursement for

professional psychiatric services is not limited to outpatient services; (iii) clarify the need for a referral for non-emergency emergency room visit payments; (iv) update the billing instructions for the client medical management (CMM) program; (v) provide a sample of the new DMAS-351 and DMAS-361 (vi) update the CSA Reimbursement Rate Certification Form; (vii) incorporate the new billing instructions for Medicare Crossover claims; and (viii) update billing information related to HIPAA and the new MMIS. Effective January 1, 2004, national billing codes **MUST** be used on all invoices. Claims submitted with local codes with dates of service on or after January 1, 2004, will be denied. A local/national billing code crosswalk is available on the DMAS website.

Amendments to Chapter VI: (i) update the mailing address for the Program Integrity Section; and (ii) clarify the change in responsibility for audits, and any subsequent appeal for freestanding psychiatric and general acute care psychiatric services providers.

Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its provider manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov (*please note the new DMAS website address*). Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet, or would like a paper copy of a manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The "HELPLINE" numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the "HELPLINE" is for provider use only.

Attachment (1)

PSYCHIATRIC SERVICES MANUAL
REVISION CHART
January 16, 2004

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter II	Chapter II		Entire Chapter	1/16/04
Chapter IV	Chapter IV		Entire Chapter	1/16/04
Chapter V	Chapter V		Entire Chapter	1/16/04
Chapter VI	Chapter VI		Entire Chapter	1/16/04

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter II	Old Chapter II	New Chapter II	
Chapter IV	Old Chapter IV	New Chapter IV	
Chapter V	Old Chapter V	New Chapter V	
Chapter VI	Old Chapter VI	New Chapter VI	